

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-IV.A(19)
7/25/00

1-IV.A(19)

Local Service Center (LSC)

If all (UNE-P and UNE-L) CLEC orders for SWBT's five-state area not worked in the same Local Service Center Facility, provide a list of facility locations (city, state) where orders are worked and how work is divided between these different locations.

Response: Two Local Service Center (LSC) facilities, one in Fort Worth and one in Dallas, Texas, serve SWBT's 5 state region. Work is divided between these two facilities by CLEC account. The LSC facility to which a CLEC account is assigned is responsible for processing the work for that CLEC. Within each LSC facility, a functionalized work group that processes Local Service Requests (LSRs) for different product types is assigned to each CLEC customer. This one-on-one contact with the assigned work group gives the CLECs access to service representatives, manager(s) and an area manager to handle their service requests and any associated issues for pre-order, order and billing. The two SWBT LSC facilities act as back-ups for each other, sharing workload as necessary.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-IV.B(20)
7/25/00

1-IV.B(20)

Local Service Center (LSC)

What training is provided to the LSC Representatives that handle CLEC orders?

Response: LSC service representatives undergo approximately three months of both classroom and "on-the-job" training in handling CLEC orders for interconnection, resold residence and business services, UNEs and billing services. LSC communications consultants, who provide additional assistance for the handling of more complex CLEC orders, undergo approximately seven weeks of intensive training on how to handle a broad scope of service requests ranging from simple trunk conversions to such complex arrangements as data communications, ISDN, central office based solutions, Frame Relay and area wide networking, to name a few. As new products or changes to existing products are introduced, additional job aids and "small-byte" training is provided to update the LSC employees on the changes. Further, issue specific training is provided on an as-needed basis for representatives that are identified as having difficulties with any particular ordering function.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-IV.C(21)
7/25/00

1-IV.C(21)

Local Service Center (LSC)

If more than one facility location is used to process CLEC orders, is the training provided common to all locations?

Response: Yes, the training provided is common for both LSC locations.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

1-IV.D(22)

Local Service Center (LSC)

How are LSC Representatives monitored to insure that quality of work and training are maintained and is the same quality assurance monitoring method used in all facilities?

Response: SWBT has implemented rigorous and consistent employee performance standards covering quality, customer service and efficiency . These include Service Order Accuracy standards which have been implemented in both of the Local Service Centers. These standards are monitored and evaluated to determine individual service representative errors. The standards are incorporated in the Non-management Performance Appraisal Plan (NPAP) and are included in each service representatives overall performance rating. In the event an individual service representative's service order accuracy is rated "below expectations," disciplinary action is taken in compliance with the LSC NPAP standards and in accordance with the 1998 Labor Agreements between SWBT and the Communication Workers of America.

Responsible Person: Brian D. Noland
Southwestern Bell Telephone Company
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-IV.E(23)
7/25/00

1-IV.E(23)

Local Service Center (LSC)

If there are CLEC customer questions or issues, and the same LSC facility does not handle all of those issues, how are those issues divided among facilities (i.e. geographically, product, issue type, etc.)?

Response: As indicated in response to Request No. 19 above, the LSC facility with overall responsibility for the CLEC account is responsible for handling questions or issues for that CLEC. Billing related questions are generally handled by the Dallas LSC, which has centralized billing responsibility for most CLEC accounts.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-V.A(24)
7/25/00

1-V.A(24)

Provisioning

If provisioning personnel covering all of SWBT's five-state area are not located in the same facility, list the location of the facilities (city and state).

Response: LOC provisioning personnel for order turn up and maintenance for all five states are located in three facilities in the Ft. Worth and Dallas, Texas metropolitan areas. See Response to Request No. 34 below.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-V.B(25)
7/25/00

1-V.B(25)

Provisioning

Do the provisioning personnel covering all five states work under the same union contract?

Response: Yes. Non-management personnel working in the Local Operation Center for the SWBT region operate under agreement between the Communications Workers of America and SWBT.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-V.C(26)
7/25/00

1-V.C(26)

Provisioning

Are the provisioning personnel covering all five states trained from the same facility or different facilities and, if there are different locations, is the training provided common to all locations?

Response: Basic training for provisioning personnel (retail and wholesale) is provided at SWBT's centralized training facility, the Center for Learning (CFL). Specific training for LOC personnel on the provisioning of CLEC service requests is provided on both a classroom and "on-the-job" basis at the three LOC offices. The training content for LOC provisioning personnel is common to all locations.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-V.D(27)
7/25/00

1-V.D(27)

Provisioning

If more than one facility location is used to provision CLEC orders, how is the work distributed (by state, product type, etc) and is distribution from one common system, or is distribution handled on a state-by-state or other method?

Response: Work is routed to the appropriate LOC facility and work group using a common system. Routing is based on the product type and work function required by the CLEC's service request. See response to Request No. 34 below.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-V.E(28)
7/25/00

1-V.E(28)

Provisioning

List and describe each distribution system by type and location.

Response: SWBT utilizes Work Force Administration (WFA) to distribute work to individual LOC technicians. The WFA system allows the LOC to route individual service orders or trouble tickets to technicians trained to support various services or functions. The LOC is the single point of contact and coordination for all CLECs for the provisioning and maintenance of services in the SWBT region.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-V.F(29)
7/25/00

1-V.F(29)

Provisioning

Do all installation personnel receive the same training from a common facility?

Response: As discussed in response to Request No. 26, LOC personnel responsible for the installation of CLEC services receive the same training, which is delivered at both the CFL and at LOC facilities.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-V.G(30)
7/25/00

1-V.G(30)

Provisioning

When an order requires technician dispatch, list and describe each system by type and location if installers receive their assignments from different systems versus one common system.

Response: Technician dispatch is handled by a common system across SWBT's five-state region.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-V.H(31)
7/25/00

1-V.H(31)

Provisioning

List and describe each system by type and location which generates the SOC,
regardless of which state in which the order is provisioned.

Response: LASR, a system located in the Dallas Data Center, generates the SOC
notification based on order completion data from SORD, regardless of which state in
which the order is provisioned.

Responsible Person: Elizabeth Ham
SWBT
Vice President, Long Distance Compliance
13075 Manchester Road, Room 256
St. Louis, Missouri 63131

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-V.I(32)
7/25/00

1-V.I(32)

Provisioning

If the system is the same, what is the system and when is SOC generation triggered?

Response: LASR, processed in the Dallas Data Center, generates the SOC notification based on order completion data from SORD, for all SWBT states.

Responsible Person: Elizabeth Ham
SWBT
Vice President, Long Distance Compliance
13075 Manchester Road, Room 256
St. Louis, Missouri 63131

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-V.J(33)
7/25/00

1-V.J(33)

Provisioning

If the central office switch types differ within SWBT's five-state area, provide a list of switch types and their locations.

Response: None of the switch types utilized by SWBT are unique to any state in the region.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-VI.A(34)
7/25/00

1-VI.A(34)

Repair and Maintenance

List all trouble and maintenance centers for all five SWBT states, providing the location (city, state) of each and how work is divided between these different locations.

Response: The LOC is the single point of contact and coordination for CLECs for the provisioning and maintenance of services in the SWBT region. The LOC has three facilities, two in Fort Worth and one in Dallas, Texas, to support various CLEC services. One of the Fort Worth LOC facilities handles provisioning orders such as Resale Specials, Interconnection, and ISDN/BRI, and supports maintenance requests from all CLECs for all services. The second LOC facility in Fort Worth handles provisioning orders for INP/LNP orders, with and without loop. The LOC facility in Dallas handles provisioning of xDSL services.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-VI.B(35)
7/25/00

1-VI.B(35)

Repair and Maintenance

If a CLEC is using EB to open a trouble report it uses one EB interface to issue tickets for all five states. If a trouble report is issued through a SWBT GUI, is the GUI common for all five states?

Response: Yes, EB, Application to Application and Toolbar/Trouble Administration is common among the five states.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-VI.C(36)
7/25/00

1-VI.C(36)

Repair and Maintenance

When a trouble ticket is opened mechanically, describe the differences if trouble reporting is handled differently in SWBT's five-state area.

Response: There are no differences among the five states in the handling of trouble reports.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

1-VI.D(37)

Repair and Maintenance

Describe all differences in SWBT's five-state area in the way that EB trouble tickets and trouble tickets entered over the Trouble Administration (TA) GUI are handled.

Response: EB sends information back to the CLEC proactively while Trouble Administration is queried for information. Both systems are real time. The difference is that EB automatically sends an update to the CLEC when the status changes while an individual must request the present status in Trouble Administration (TA).

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-VI.E(38)
7/25/00

1-VI.E(38)

Repair and Maintenance

Are EB tickets and TA tickets handled by the same LOC Representatives?

Response: Yes.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-VI.F(39)
7/25/00

1-VI.F(39)

Repair and Maintenance

Are troubles distributed to technicians located in different (state specific) locations?

Response: No. All LOC maintenance technicians are located in the same location as indicated in our response to Question 24.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-VI.G(40)
7/25/00

1-VI.G(40)

Repair and Maintenance

If a CLEC requests an MLT test, how does SWBT handle these requests in all five states (i.e. are such tests handled in individual maintenance centers; is the testing process the same by center across SWBT's five-state area)?

Response: MLT test requests are processed by the LOC in the same manner across the five SWBT states.

Responsible Person: Brian D. Noland
SWBT
Director – Local Operations
5501 Alliance Gateway Fwy.
Ft. Worth, Texas, 76178

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-VII.A(41)
7/25/00

1-VII.A(41)

Billing (CABS and CRIS)

If mechanically-generated billing is not processed from the same location for all five SWBT states, provide a list of locations (city, state) and the type of billing processed at each location, including the back-end systems used in each location.

Response:

SWBT's CRIS and CABS bills are processed from two locations. Specifically, alternate bill media such as Bill Plussm or EDI is processed from St. Louis, Missouri, while paper bills are processed from Houston, Texas.

Responsible Person: Weldon McLaughlin
SBC Services, Inc.
Director – Billing Project Management
2 Bell Plaza, Room 1100
Dallas, TX 75202

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-VII.B(42)
7/25/00

1-VII.B(42)

Billing (CABS and CRIS)

List any state specific billing usage business rules.

Response:

SWBT's entire billing system is rule based. Many products for which SWBT bills are governed by state tariffs which also define state specific usage rules. WorldCom is capable of listing these tariff driven usage rules by reviewing the SWBT LDMTS tariffs. How SWBT chooses to bill for any de-regulated products, including associated usage rules, is part of its proprietary marketing strategy for each individual product.

Responsible Person: Weldon McLaughlin
SBC Services, Inc.
Director – Billing Project Management
2 Bell Plaza, Room 1100
Dallas, TX 75202

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-VII.C(43)
7/25/00

1-VII.C(43)

Billing (CABS and CRIS)

If any billing is done manually, provide details and any state specific handling.

Response:

SWBT is not currently rendering any CRIS or CABS manual billing.

Responsible Person: Weldon McLaughlin
SBC Services, Inc.
Director – Billing Project Management
2 Bell Plaza, Room 1100
Dallas, TX 75202

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-VIII.A(44)
7/25/00

1-VIII.A(44)

Performance Measurement Raw-Data

Since performance measurements are negotiated on a state-by-state basis, are data collection methods identical in each state?

Response: Yes, data collection methods are identical for all states in SWBT's five-state region (Arkansas, Kansas, Oklahoma, Missouri and Texas).

Responsible Person: William R. Dysart
Southwestern Bell Telephone Company
Performance Measurements
13075 Manchester Road, Room 233
St. Louis Missouri, 63131

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-VIII.B(45)
7/25/00

1-VIII.B(45)

Performance Measurement Raw-Data

If data collection methods are not identical, provide all differences.

Response: N/A

Responsible Person: William R. Dysart
Southwestern Bell Telephone Company
Performance Measurements
13075 Manchester Road, Room 233
St. Louis Missouri, 63131

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-VIII.C(46)
7/25/00

1-VIII.C(46)

Performance Measurement Raw-Data

If the data sources are not the same for each state, provide each source (i.e. OSS)
specific to each state.

Response: The data sources are the same for the SWBT five-state region.

Responsible Person: William R. Dysart
Southwestern Bell Telephone Company
Performance Measurements
13075 Manchester Road, Room 233
St. Louis Missouri, 63131

Docket No. PUD 970000560
First Set of Requests
WorldCom
Request Number 1-VIII.D(47)
7/25/00

1-VIII.D(47)

Performance Measurement Raw-Data

If raw data provided in all of SWBT's five-state area is not in the same format, provide and explain the differences in the data format.

Response: The data format is the same for SWBT's five-state region.

Responsible Person: William R. Dysart
Southwestern Bell Telephone Company
Performance Measurements
13075 Manchester Road, Room 233
St. Louis Missouri, 63131

Data Request Number _____

KANSAS CORPORATION COMMISSION**DATA REQUEST**TO Liz Ham DATE OF REQUEST September 13, 2000DOCKET NO. 97-SWBT-411-GIT DATE INFORMATION NEEDED September 18, 2000 TEST YEARENDED n/a DATE INFORMATION SUPPLIED September 19, 2000

1. To follow up on your response to MCI's Request attached to its August 31, 2000 comments in this docket, please elaborate on the statement that the SORD processors in St. Louis and Dallas Data Centers are identical.

As noted in the Affidavit of Beth Lawson, SWBT's OSS are managed and operated on a region-wide, five state basis. Each of the up-front systems used by CLECs for pre-ordering and ordering functionality, namely DataGate, Verigate, EDI (pre-ordering), CORBA, LEX and EDI (ordering) operate on region-wide servers located in Dallas. SWBT's legacy SORD (Southwestern Order Retrieval and Distribution) system electronically processes service orders for CLEC service requests sent via EDI or LEX, as well as for SWBT retail customers. SORD also is a region wide system, operated out of two Data Centers, one located in Dallas and the other in St. Louis. The responsibility for managing all systems in both Data Centers resides with the Information Technology organization located in St. Louis. The SORD processors located in these centers are the same type of hardware running identical software.

2. Please provide performance data for the two processors (Texas PM data related to SORD compared to MOKA data related to SORD).

While no PMs specifically address SORD performance, Firm Order Confirmation (FOC) is dependent upon the timely distribution of CLEC service orders by SORD. All SWBT's five state's performance on FOC has exceeded the 95% benchmark for July, 2000 for both EDI and LEX. The system performance metrics are captured in exactly the same way for each SORD processor and used in exactly the same way to monitor and manage the systems for scalability/capacity planning. These systems and planning processes have been in place for years. The SORD systems are the same systems that have supported SWBT's retail operations for decades and are currently handling tens of thousands of service orders daily for both retail and wholesale operations.

3. Are there any other operation support systems that are not located in the Dallas Data Center area or for which there are more than one (separate) processors? If so, state which ones and explain if there are any differences.

No. DataGate, Verigate, EDI Pre-Ordering, CORBA, LEX, EDI Ordering, Order Status, Provisioning Order Status and Trouble Administration applications are each installed on processors in the Dallas Data Center for CLEC access.

SUBMITTED BY Liz HamSUBMITTED TO Kansas Corporation Commission Staff

If for some reason(s) the above information cannot be furnished by the date requested, please provide written explanation of those reasons.

VERIFICATION OF RESPONSE

I have read the foregoing Data Request and Answer(s) thereto and find the answer(s) to be true, accurate, full and complete and contain no material misrepresentations or omissions to the best of my knowledge and belief, and I will disclose to the Commission Staff any matter subsequently discovered which affects the accuracy or completeness of the answer(s) to this Data Request.

Signed: Liz HamDated: September 19, 2000